



June 22, 2022

Attn: Walter Thomas, Secretary of the Commission
Alabama Public Service Commission
100 N. Union Street, Suite 950
Montgomery, AL 36104

VIA ELECTRONIC FILING & OVERNIGHT MAIL

Re: Lyft, Inc. - Transportation Network Company Permit Renewal

Dear Alabama Public Service Commission,

Please find enclosed Lyft, Inc.'s ("Lyft") Transportation Network Company ("TNC") permit renewal application. Along with the application form, please see documents listed below that have changed since Lyft's previous TNC permit renewal application.

- **Exhibit A:** Certificate of Existence with the Alabama Secretary of State
- **Exhibit B:** Anti-Discrimination Policy
- **Exhibit C:** Zero Tolerance Policy
- **Exhibit D:** Fare Guidelines
- **Exhibit E:** Policy Regarding Periodic Checks of TNC Drivers
- **Exhibit F:** Certificate of Insurance
- **Exhibit G:** Procedures for Responding to Requests from Law Enforcement

An electronic funds transfer for Lyft's renewal fee of \$300.00 was issued to the Alabama Public Service Commission on June 3, 2022.

Should you have any questions or concerns related to the enclosed materials, please do not hesitate to contact us at marketcompliance@lyft.com or via telephone at 415-475-8459.

Sincerely,

Ashleigh Fairfax
Senior Specialist, Regulatory Compliance
Lyft, Inc.

APSC FORM TNC-2
(Transportation Network Company)

DOCKET NO. _____
(Commission use only)

APPLICATION FOR RENEWAL OF TNC PERMIT
Before the
ALABAMA PUBLIC SERVICE COMMISSION
P.O. BOX 304260
MONTGOMERY, AL 36130

This Application for Renewal should be typed or neatly printed, properly signed and sworn to, and filed with the **\$300** application fee (**cashier's check, money order, or electronic funds transfer**) with the Alabama Public Service Commission.

Applicant understands that the filing of this application does not, in itself, constitute authority to operate; will submit such additional information in connection with this application as the Commission may require; and will comply with requirements of the Code of Alabama 1975, and the rules and regulations of the Commission as applicable to TNCs.

SECTION I			
<p>Applicant <u>Lyft, Inc.</u> (Legal name)</p>			
<p>Doing Business as <u>Lyft</u> (Trade name)</p>			
<p>Business Address <u>185 Berry Street, Suite 5000</u> (Must be a physical address – cannot be a post office box)</p>			
<u>San Francisco</u> (City)	<u>CA</u> (State)	<u>94107</u> (Zip Code)	
<p>Mailing Address <u>Same as above.</u> (May be a post office box)</p>			
 (City)	 (State)	 (Zip Code)	
<p>Primary Contact <u>Sonal Sahel - Counsel, Regulatory Compliance</u> (Name and Position)</p>			
<u>San Francisco</u> (City)	<u>CA</u> (State)	<u>94107</u> (Zip Code)	
<u>415-475-8459</u> (Phone Number)	 (Fax Number)	<u>marketcompliance@lyft.com</u> (E-mail Address)	

SECTION II

By signing this application, the Applicant, or a designated representative of the Applicant, swears or affirms that the Applicant has or will comply with the following:

- 1) TNC shall disclose to the rider the fare or fare calculation in its digital network. If the fare is not disclosed to the rider before the beginning of the prearranged ride, the rider shall have the option to receive an estimated fare before the beginning of the prearranged ride.
- 2) TNC's digital network shall display a picture of TNC driver, the first name of the TNC driver, and the make, model, and license plate number of the TNC's driver vehicle before the rider enters the TNC vehicle.
- 3) Within a reasonable period of time following the completion of a trip, a TNC shall transmit an electronic receipt to the rider that lists all of the following: the origin and destination of the trip; the total time and distance of the trip; the total fare paid; and the TNC driver's first name.
- 4) TNC shall complete all of the required statutory checks before allowing an individual to accept trip requests through that TNC's digital network as a driver.
- 5) TNC has established and shall enforce a zero-tolerance intoxicating substance policy for TNC drivers that prohibits any amount of intoxication of the driver while providing transportation network services.
- 6) TNC shall include on its website, in a prominent location, a notice concerning the TNC's zero tolerance substance policy and the means to make a complaint about a suspected violation of the policy.
- 7) Upon receipt of a rider complaint alleging a violation of the zero tolerance intoxicating substance policy, the TNC shall immediately suspend the TNC driver's access to the TNC's digital network and conduct an investigation into the reported incident. The suspension shall last the duration of the investigation.
- 8) The TNC has adopted a policy of nondiscrimination against riders or potential riders who are protected by Title 7, Civil Rights Act of 1964, 42 U.S.C. 200e. et. Seq. or the Americans With Disabilities Act of 1990. TNC may not impose additional charges for providing services to individuals with physical disabilities because of those disabilities.
- 9) TNC shall maintain an agent for service of process in the State.
- 10) TNC shall maintain records as required by the Act.

SECTION III

Submit all documents listed below that have **changed** since initial TNC permit application:

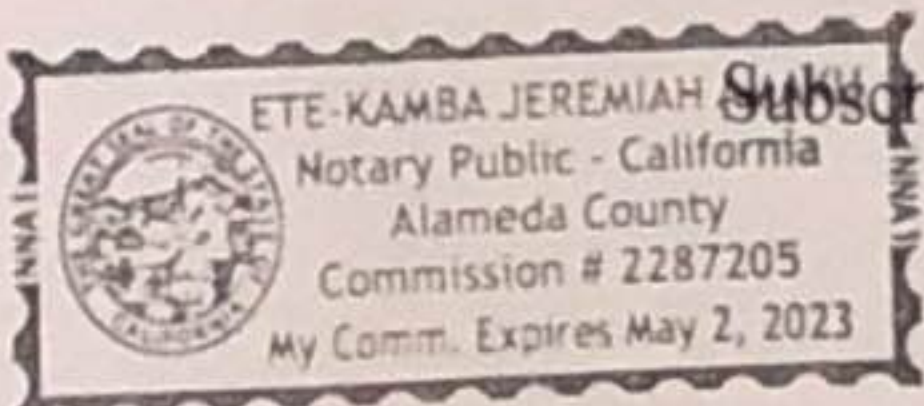
- 1) Articles of Incorporation or Organization filed with the Alabama Secretary of State. If a foreign corporation or LLC, attach registration with the Alabama Secretary of State
- 2) TNC's Nondiscrimination Policy
- 3) TNC's Zero Tolerance Intoxicating Substance Policy adopted in compliance with Section 11 of the Act, provided to TNC drivers, including a link to TNC's website to facilitate complaints about a suspected violations of the policy
- 4) TNC's fare guidelines identifying the method the TNC proposes to use to calculate customer fares or the applicable rates for TNC services
- 5) TNC's Trade Dress with dimensions and location of placement on drivers' vehicles
- 6) TNC's Record Retention Policy
- 7) TNC policy regarding periodic checks of TNC drivers
- 8) Certificate of insurance evidencing compliance with Chapter 7C of Title 32 of the Code of Alabama 1975
- 9) TNC's procedures for responding to requests from law enforcement
- 10) Name of agent for service of process in the state
- 11) Copy of TNC Vehicle Safety Inspection Form

OATH

County of Alameda
State of California

Name of Affiant, Alix Rosenthal being duly sworn/affirmed, states that he/she files this Application as (indicate whether owner, officer, or other authorized representative of Applicant) V.P. Compliance, that in such capacity, he/she is qualified and authorized to file and verify such Application; that he/she has carefully examined all the statements and matters contained in the Application, and that all such statements made and matters set forth herein are true and correct to the best of his/her knowledge, information, and belief and that he/she is a United States Citizen.

(Signature of Affiant) [Signature]



(Seal)

Subscribed and sworn to before me, a Notary in and for said State and County above named.

Date: June 14, 2022

(Notary Public) [Signature]

My Commission Expires: 5/2/2023

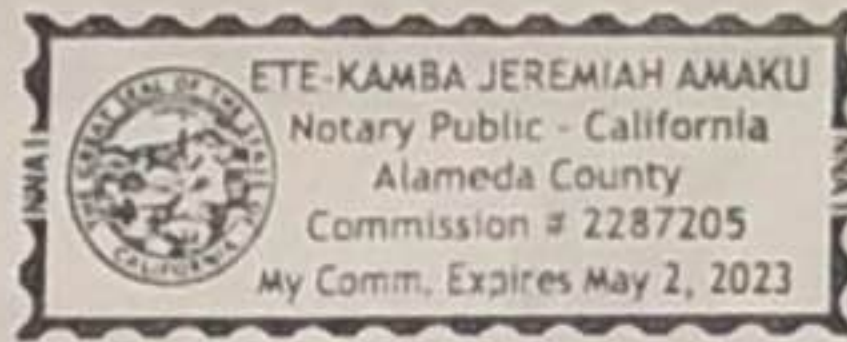
A notary public or other officer completing this certificate verifies only the identity of the individual who signed the document to which this certificate is attached, and not the truthfulness, accuracy, or validity of that document.

State of California

County of Alameda

Subscribed and sworn to (or affirmed) before me on this 14
day of June, 2022, by Alix Rosenthal

proved to me on the basis of satisfactory evidence to be the person(s) who appeared before me.



(Seal)

Signature

A handwritten signature in blue ink, appearing to read 'ETE-KAMBA JEREMIAH AMAKU', written over a horizontal line.

ACKNOWLEDGMENT

A notary public or other officer completing this certificate verifies only the identity of the individual who signed the document to which this certificate is attached, and not the truthfulness, accuracy, or validity of that document.

State of California
County of Alameda

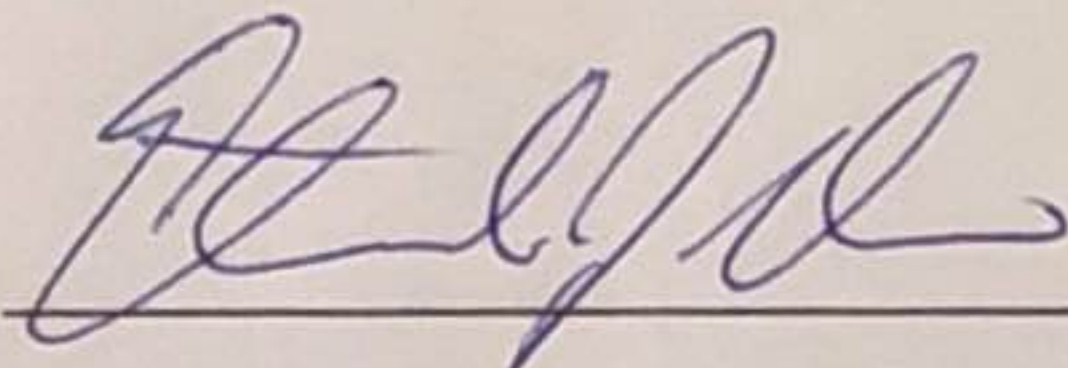
On June 14, 2022 before me, Ete-kamba Jeremiah Amaku, CA NOTARY
(insert name and title of the officer)

personally appeared Alix Pountchal,
who proved to me on the basis of satisfactory evidence to be the person(s) whose name(s) is/are
subscribed to the within instrument and acknowledged to me that he/she/they executed the same in
his/her/their authorized capacity(ies), and that by his/her/their signature(s) on the instrument the
person(s), or the entity upon behalf of which the person(s) acted, executed the instrument.

I certify under PENALTY OF PERJURY under the laws of the State of California that the foregoing
paragraph is true and correct.

WITNESS my hand and official seal.

Signature



(Seal)

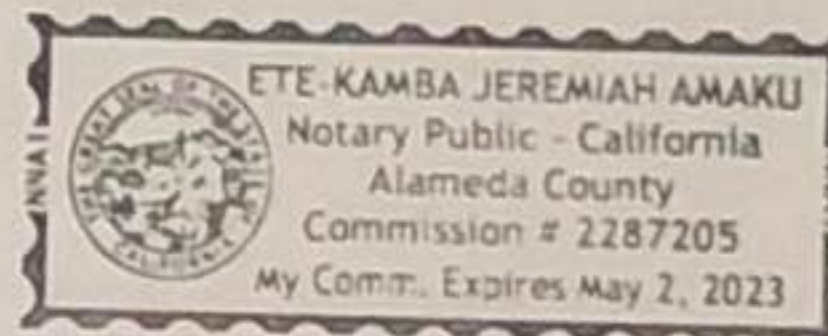


EXHIBIT A

EXHIBIT A

John H. Merrill
Secretary of State

P.O. Box 5616
Montgomery, AL 36103-5616

STATE OF ALABAMA

I, John H. Merrill, Secretary of State of Alabama, having custody of the Great and Principal Seal of said State, do hereby certify that

the entity records on file in this office disclose that Lyft, Inc. a Delaware entity, qualified in the State of Alabama on August 31, 2016. The Alabama Entity Identification number for this entity is 000-370509. I further certify that the records do not disclose that said qualification has been revoked, cancelled or terminated.



20220607000005074

In Testimony Whereof, I have hereunto set my hand and affixed the Great Seal of the State, at the Capitol, in the city of Montgomery, on this day.

06/07/2022

Date

A handwritten signature in black ink that reads 'J. H. Merrill'.

John H. Merrill

Secretary of State

EXHIBIT B

Search keywords or questions



Anti-Discrimination Policies

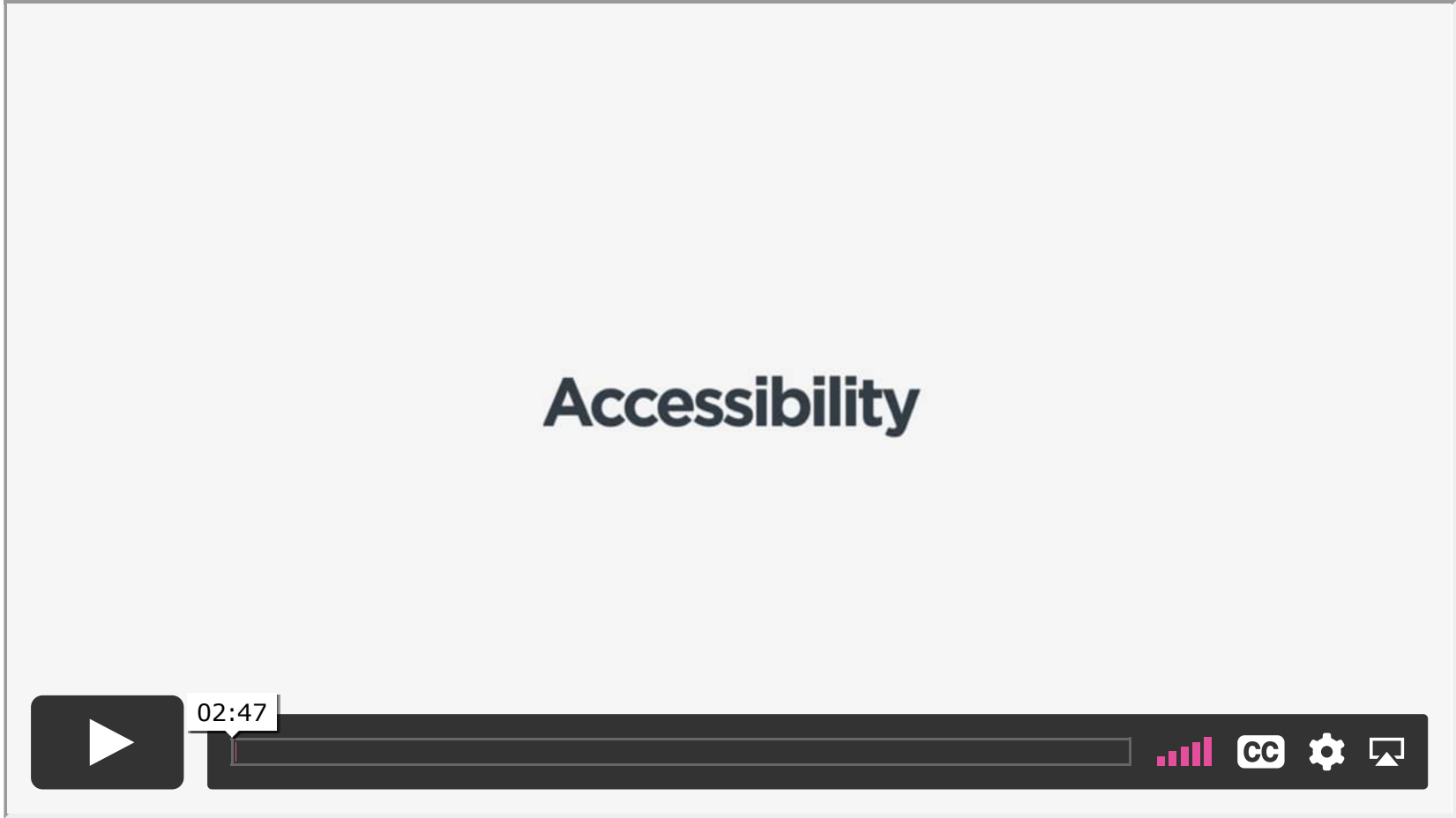
Discrimination against riders or drivers isn't tolerated on the Lyft platform. Reports of discrimination based on any of the following can result in account deactivation:

- race
- color
- national origin
- religion
- gender, gender identity or expression
- physical or mental disability (including the refusal of service animals or mobility devices)
- medical condition
- marital status
- age
- sexual orientation

Lyft commits to maintaining an inclusive and welcoming community. Our mission is ensuring people who need rides most are able to get them.

Refusing riders based on any of the protected characteristics listed above is a violation of our [Terms of Service](#).

Watch the video to learn more:



See also:

- [Service Animal Policy](#)
- [Pet Policy \(Non-Service Animals\)](#)
- [Wheelchair Policy](#)



EXHIBIT C

Search keywords or questions



[Lyft Help](#) / [Policies and Other Info](#) / [Trust and Safety](#) / Zero-tolerance drug and alcohol policy

Zero-tolerance drug and alcohol policy

Lyft has a zero-tolerance drug and alcohol policy for drivers.

Reporting zero-tolerance concerns

If you suspect that a driver is under the influence of drugs or alcohol, call the authorities by dialing 911 or your local non-emergency assistance line if necessary.

Then, contact our critical response team by tapping 'Call Me.' We're available 24 hours a day, 7 days a week.

A concern doesn't need to be real-time to warrant reporting through this channel. The 24/7 line is available for any reports relating to safety during a ride.

For non-critical or general zero-tolerance inquiries, you can also submit a ticket to our Support Team by tapping the "Contact Support" button below.

District of Columbia

If this relates to a driver in the District of Columbia, you may also contact the District of Columbia Taxicab Commission at [\(855\) 484-4966](tel:8554844966) or dctc3@dc.gov.

California

If this relates to a driver in California, you may also contact the Passenger Section of the California Public Utilities Commission at [\(800\) 894-9444](tel:8008949444) or ciu_intake@cpuc.ca.gov.

Riders

Be sure to toss that adult beverage before your driver arrives. Open containers are not allowed in the car, and turning a blind eye to them can result in deactivation from our platform.

See also:

- [How Lyft works to keep drivers safe](#)

EXHIBIT D



How to estimate the cost of a Lyft ride

Our goal is to connect you with best-in-class service at an affordable price when and where you need it.

To achieve this goal, Lyft shows you fare estimates before you request a ride, so you know what to expect to pay.

Skip to:

- [Understanding ride pricing](#)
- [How fare estimates work](#)

Understanding ride pricing

Knowing how Lyft rides are calculated can help you better understand your ride cost.

Lyft ride pricing it's made up of three parts:

- Lyft fare
- Local tolls or fees
- Tips to your driver

We take these factors into account when you receive a fare estimate:

- Ride route
- Ride type
- Ride availability
- Demand

Learn more about [Lyft charges and payments](#).

[Back to top](#)

How fare estimates work

When entering the pickup and drop-off locations, you'll see an estimate of what your ride will cost. You can also get a fare estimate through the web by using Lyft's [fare estimator](#).

Your final ride charge can look different from the estimated cost any time you:

- Add a stop to your route
- Change the destination
- Delay requesting the ride (i.e. several hours pass before you request the ride)

Fare estimates also don't reflect any discounts or traffic delays.

You may see temporary authorizations on your card or bank statement any time you make changes to your ride. Learn more about [how payment authorizations work](#).

[Back to top](#)

Related articles:

- [The rider's guide to Lyft charges and payments](#)
 - [How to pay for a ride](#)
 - [Payment authorizations](#)
-

EXHIBIT E



Know the best ways to help keep yourself healthy with our [latest info on COVID-19](#).

[Lyft Help](#) / [Driving with Lyft](#) / [Driving requirements](#) / [Driver requirements](#)

Driver requirements

All Lyft drivers must meet certain requirements to drive on the platform. Applicant and vehicle requirements can vary depending on your [City or State](#).

To start an application, see [How to apply to become a driver](#) for instructions.

Skip to:

- [State and local requirement](#)
 - [Age requirement](#)
 - [Vehicle requirements](#)
 - [Driving history](#)
- [Background check](#)
- [DMV check](#)
- [Driver license, license plates, and insurance](#)
- [Community Safety Education program](#)

State and local requirement

Age requirements

The minimum age requirement to drive with Lyft ranges from 21–25 and varies by region. See your [State and City Driver Info](#) for your area's age requirement.

Vehicle standards

All Lyft vehicles must have four doors and a minimum of five seatbelts (maximum of eight seatbelts).

Don't own a vehicle? Lyft's [Express Drive](#) program helps you rent a car so you can start driving.

Taxis and stretch limousines vehicles aren't accepted on the Lyft platform. You can add a subcompact vehicle starting August 25, 2021.

Additional vehicle requirements vary based on your [region's requirements](#).

Driving history

The following states require at least one year of licensed driving experience:

- California
- Hawaii
- Illinois
- Massachusetts
- Minnesota
- Oregon
- Pennsylvania
- Vermont
- Washington

If your license is recently reissued, or you've not received a license issue date, further steps may be taken during your application process.

Lyft doesn't accept identification from Puerto Rico, U.S. Virgin Islands, or other U.S. territories as proof of driving history.

Learn more about [Driving history requirements](#).

[Back to top](#)

Background check

Lyft conducts a criminal background check as a part of the application process, with your consent. Background checks can take several weeks to process and may be delayed due to court and DMV closures caused by COVID-19.

For the background check, U.S. drivers must provide a valid social security number. Background checks are then run by a third-party company, Checkr, Inc. You can check the status of your background check by logging in to the [Checkr applicant portal](#).

Lyft views and assesses your background check results to determine driver eligibility. You may be ineligible to drive on the Lyft platform if your background check results reveal that you:

- Are listed on the National Sex Offender Registry database
- Have been convicted of the following:
 - A disqualifying violent crime (such as homicide, kidnapping, human trafficking, arson, burglary, carjacking, robbery, or aggravated assault)
 - A sexual offense (such as rape, sexual assault, or child pornography)
 - An act of terror
 - Driving under the influence of alcohol or drugs in the past seven years (time frame may vary based on regional jurisdictions)
 - A disqualifying fraud-related offense in the past seven years (time frame may vary based on regional jurisdictions)
 - A disqualifying drug-related offense in the past seven years (time frame may vary based on regional jurisdictions)
 - A disqualifying theft or property damage offense in the past seven years (time frame may vary based on regional jurisdictions)

Lyft requires an up-to-date background check to remain on the platform. We'll conduct continuous criminal and driving record monitoring of active drivers.

Lyft reserves the right to disqualify a driver at any time, should their background check reveal any disqualifying offense. If you believe that the contents of your background check are inaccurate or incomplete, you can contact Checkr through the [Checkr applicant portal](#).

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DMV check

U.S. drivers must undergo a driving record check which is run by a third-party company, Safety Holdings Inc.

The DMV check results are then assessed against Lyft's internal safety criteria and applicable regulations.

Lyft may disqualify any applicant whose driving record reveals:

- Four or more moving violations in the past three years (such as accidents or traffic light violations)
- A single major moving violation in the past three years (such as driving on a suspended license or reckless driving)
- A DUI or other drug-related driving violation in the past seven years (time frame may vary based on regional jurisdictions)
- A serious driving-related conviction in the past seven years (such as a hit-and-run or a felony involving a vehicle)

Lyft enrolls active drivers into DMV record continuous monitoring, which notifies us of new violations.

DMV requirements may vary depending on your region. Check your [local state and city requirements page](#) and stop by your local Hub for more details about region-specific DMV check requirements.

Lyft reserves the right to disqualify a driver at any time, in compliance with applicable law, should their driving record reveal any disqualifying information or for any other safety-related reason.

[Back to top](#)

Driver license, license plates, and insurance

Lyft drivers must have the following:

- Current and valid driver's license
- Valid plates with current registration (commercial plates are acceptable)
- Current and valid insurance with your name on the policy

Your region may not require your name to be printed on your insurance policy. If your insurance policy doesn't have your name listed, you'll need to get a declaration page from your insurance company with your name.

Some cities and states require drivers to have in-state documents. See [State & City Driver Information](#) for required documents.

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Community Safety Education program

Lyft's committed to educating our community on appropriate behavior in a Lyft ride. To help prevent unpleasant experiences, we've developed a Community Safety Education program. This program is in partnership with [RAINN](#), the largest anti-sexual violence organization in the U.S.

As of 12/15/2019, all Lyft drivers are required to complete this program to continue giving rides. This program addresses how to deal with challenging situations and creating a safe and comfortable ride for everyone.

[Learn more about our safety requirements](#).

[Back to top](#)

See also:

- [Phone software recommendations and settings](#)
- [How to apply to become a driver](#)
- [Vehicle requirements](#)
- [Driver history requirements](#)

Still need help?

EXHIBIT F




CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)
10/01/2021

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).


PRODUCER  Daniel Martin, State Farm Fire and Casualty Company 2702 Ireland Grove Rd Bloomington, IL 61709		CONTACT NAME: PHONE (A/C, No, Ext): E-MAIL: ADDRESS: FAX (A/C, No):	
		INSURER(S) AFFORDING COVERAGE	
		INSURER A : State Farm Fire and Casualty Company	
		INSURER B :	
		INSURER C :	
		INSURER D :	
		INSURER E :	
		INSURER F :	

COVERAGES	CERTIFICATE NUMBER:	REVISION NUMBER:
THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.		

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
	COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input type="checkbox"/> OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: <input type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC OTHER:						EACH OCCURRENCE \$ DAMAGE TO RENTED PREMISES (Ea occurrence) \$ MED EXP (Any one person) \$ PERSONAL & ADV INJURY \$ GENERAL AGGREGATE \$ PRODUCTS - COMP/OP AGG \$ \$
A	AUTOMOBILE LIABILITY <input type="checkbox"/> ANY AUTO <input type="checkbox"/> OWNED AUTOS ONLY <input type="checkbox"/> HIRED AUTOS ONLY <input checked="" type="checkbox"/> SCHEDULED AUTOS <input checked="" type="checkbox"/> NON-OWNED AUTOS ONLY			5329084-D01-01 5329085-D01-01	10/01/2021 10/01/2021	10/01/2022 10/01/2022	COMBINED SINGLE LIMIT (Ea accident) \$ 1,000,000 BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$ \$
	UMBRELLA LIAB <input type="checkbox"/> EXCESS LIAB <input type="checkbox"/> DED <input type="checkbox"/> RETENTION \$						EACH OCCURRENCE \$ AGGREGATE \$ \$
	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) <input type="checkbox"/> Y/N If yes, describe under DESCRIPTION OF OPERATIONS below		N/A				PER STATUTE <input type="checkbox"/> OTH-ER <input type="checkbox"/> E.L. EACH ACCIDENT \$ E.L. DISEASE - EA EMPLOYEE \$ E.L. DISEASE - POLICY LIMIT \$
A	NON-OWNED AUTOS ONLY 5329081-D01-01			PD - Per Accident \$25,000	10/01/2021	10/01/2022	BI - Per Person \$50,000 BI - Per Accident \$100,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)

Evidence of Insurance only
For the state of AL

CERTIFICATE HOLDER Lyft, Inc. 185 Berry St. Suite 5000 San Francisco, CA 94107	CANCELLATION SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS. AUTHORIZED REPRESENTATIVE 
---	--

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AGENCY CUSTOMER ID: _____

LOC #: _____

**ADDITIONAL REMARKS SCHEDULE**Page 2 of 2

AGENCY Daniel Martin, State Farm Fire and Casualty Company		NAMED INSURED Lyft, Inc. 15 Berry Street Suite 5000 San Francisco, CA	
POLICY NUMBER 5329084-D01-01; 5329085-D01-01		EFFECTIVE DATE: 10/01/2021	
CARRIER State Farm Fire and Casualty Company	NAIC CODE 25143		

ADDITIONAL REMARKS**THIS ADDITIONAL REMARKS FORM IS A SCHEDULE TO ACORD FORM,****FORM NUMBER:** 25 **FORM TITLE:** Acord

Coverage expiration: 10/01/2022

Comprehensive Coverage: \$2,500 Deductible

Collision Coverage: \$2,500 Deductible

The auto physical damage coverage limits provided under this policy will be ACV or the cost to repair, whichever is less, less the \$2,500 deductible.

EXHIBIT G



Know the best ways to help keep yourself healthy with our [latest info on COVID-19](#).

[Lyft Help](#) / [About Lyft](#) / [Safety, policies, and accessibility](#) / [Safety guidelines and policies](#) / [Lyft's law enforcement support](#)

Lyft's law enforcement support

If Lyft has information necessary to assist law enforcement or government agencies, we will make it available when presented with valid legal process. We have a dedicated online system for law enforcement officers to submit lawful requests for data, track requests, and obtain responsive data from Lyft. We have a team of dedicated specialists who manage and promptly respond to all legal requests received from law enforcement agencies.

To submit a request to the Lyft Law Enforcement Response Team (LER), law enforcement or government agencies conducting criminal investigations should submit their request through the [Law Enforcement Online Request System](#).

This system is the central place for law enforcement to securely submit requests to our LER Specialists. Please note that acceptance of legal process by these means is for convenience and does not waive any objections, including, but not limited to, lack of jurisdiction or proper service.

Please review the below Guidelines prior to submitting a request. These legal process guidelines are designed to help government and law enforcement agencies understand the data we have and how to properly submit requests in order to receive prompt responses.

Law Enforcement Request Guidelines

The following guidelines are intended to provide guidance to law enforcement officials about the legal process for seeking records from Lyft.

Skip to:

- [What is Lyft and what records do we have?](#)
- [What type of legal process does Lyft require before producing user information?](#)
- [What form of requests does Lyft require?](#)
- [How does Lyft handle emergency requests?](#)
- [Does Lyft notify individuals of a law enforcement request for information relating to them?](#)
- [How many law enforcement requests does Lyft receive?](#)

What is Lyft and what records do we have?

Lyft is a technology company that operates an application, website, and technology platform which provides a marketplace where persons who seek transportation to certain destinations ("Riders") can be matched with transportation options to such destinations. One option for Riders is to request a ride from rideshare drivers who are driving to or through those destinations ("Drivers")(collectively "Users"). Users authorize Lyft to match them with a Driver or Rider based on factors such as location, the estimated time to pickup, destination, user preferences, and platform efficiency, and to cancel an existing match and rematch based on the same considerations. In certain markets, Riders may also have the option to rent bikes or scooters through the Lyft Platform to ride to their destination. In some markets these bikes and scooters are owned by Lyft. In other markets Lyft operates a bike-share or scooter-share program on behalf of third parties.

Lyft does not provide transportation services, and Lyft is not a transportation carrier. Riders can use the Lyft application to request a ride from a driver using the Lyft platform, or initiate bike or scooter rental, via their smartphone. If using the platform to request ride from a driver, both the rider and driver receive a copy of the fare receipt.

We store and maintain information as described in our [Privacy Policy](#) and [Terms of Service](#). Notwithstanding anything in our Privacy Policy that may otherwise allow disclosure, this Law Enforcement Request policy shall govern how we will respond to law enforcement requests for User information.

[Back to top](#)

What type of legal process does Lyft require before producing user information?

We will disclose responsive business records regarding Users or trips in accordance with our terms, policies, and applicable law. Some general principles are set forth here, but may not apply in every case.

We require valid and sufficient legal process before disclosing any business records. We will not be able to produce any records unless we receive a subpoena issued in connection with an official criminal investigation to compel the disclosure of basic information. We require a search warrant issued pursuant to the Federal Rules of Criminal Procedure or equivalent state warrant to compel disclosure of certain communications between people using LYFT or GPS location information. The warrant must demonstrate that probable cause exists in order for us to disclose such communications or GPS location information.

Exceptions to these requirements may be available for emergency and exigent requests, where a user has provided consent, or - for requests that do not require a warrant - where other legal or regulatory standards apply.

[Back to top](#)

What form of requests does Lyft require?

Lyft is unable to process overly broad, vague, or unduly burdensome requests. Please ensure that your request is narrowly tailored to a legitimate law enforcement need.

We will only consider law enforcement requests that satisfy the applicable process above and adhere to the following guidelines:

- Requests must be typed; handwritten requests will not be accepted
- Duly signed and stamped by the appropriate law enforcement officer who is empowered by local law to represent the law enforcement unit that is making the request;
- In compliance with local and United States law; and
- Addressed to Lyft, Inc. directly.

Requests must contain the following detailed information:

- All known email addresses, names, and aliases of data subject or all known physical addresses and telephone numbers of the data subject;
- Your name, department, title, street address, telephone number and official government domain email address;
- Clearly identify the investigation or specific event that took place that is the underlying basis for the request;
- Specify date/time/location(s);
- Exactly what information you're requesting, why you're requesting it, and how it pertains to your investigation; and
- If applicable, Non-Disclosure Order issued by a Court or relevant legal authority supporting non-disclosure.
- The applicable act or law under which the law enforcement agency is requesting the data.

We disclose data to law enforcement and other government agencies when we determine that we are required to do so by law. In those instances, we will search for and disclose data that we are reasonably able to locate and retrieve.

Lyft will challenge any National Security Letter it receives, and will require the government to obtain an order from a court requiring its compliance.

Please note that we only review and respond to requests from law enforcement or government agencies submitted through this system.

We will not respond to requests or civil subpoenas sent by non-law enforcement officials. For questions relating to submitting third party civil requests or subpoenas you may see our [Third party request guidelines here](#).

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How does Lyft handle emergency requests?

We have a process for evaluating requests on an expedited basis where an emergency situation exists involving an immediate threat of death or serious bodily harm to a person. If Law enforcement seeks information to assist in the handling of an emergency or exigent situation, we may produce information in the absence of a subpoena or warrant where evidence is provided demonstrating an immediate threat of death or serious bodily harm to a person. In these events, we require that valid and sufficient legal process be produced within three days of production of the information.

Emergency requests may be submitted directly to Lyft's Law Enforcement Response Team as set forth [here](#). When submitting requests, Law Enforcement officials should note in the subject line: 'Emergency Disclosure Request' and describe in detail the nature of the emergency. We review these requests on a case-by-case basis.

Please note that we will only review and respond to emergency requests from law enforcement. We will not respond to emergency requests sent to this address by non-law enforcement officials.

Non-law enforcement officials aware of an emergency situation should immediately and directly contact local law enforcement officials.

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How does Lyft handle public health requests?

If you are a public health organization seeking to notify Lyft of a public health matter and/or request information, please email LER@lyft.com. More information on [Lyft's Public Health Request Guidelines and Process](#) can be found [here](#).

Requests submitted to the Law Enforcement Response team will be reviewed and responded to promptly.

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Does Lyft notify individuals of a law enforcement request for information relating to them?

It is our policy to provide notice to Users before producing their information in response to a criminal investigation by law enforcement unless (i) we are prohibited by law from doing so, (ii) we have reason to believe the subject's Lyft account has been compromised such that the notice would go to the wrong person, or notice would otherwise be counterproductive or would create a risk to safety, or (iii) it is an emergency request and prior notice would be impractical (in which case we may provide notice after the fact).

Law enforcement officials who do not want their request disclosed must provide an appropriate court order or process establishing that notice is prohibited, or provide sufficient detail for Lyft to determine whether a request falls into one of the exceptions above. Regulatory or other non-criminal requests for information are not within the scope of this policy.

In the event that information is provided subject to a gag order or disclosed pursuant to an emergency request, Lyft will provide notice to its users of these government demands if Lyft is thereafter notified that the gag order or the emergency has expired.

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How many law enforcement requests does Lyft receive?

We know that our users care deeply about privacy, and we want to make sure they are informed about how often we receive requests from law enforcement for user data. Here is information about the types and volume of information requests we received from law enforcement in [2019](#) and [2020](#).